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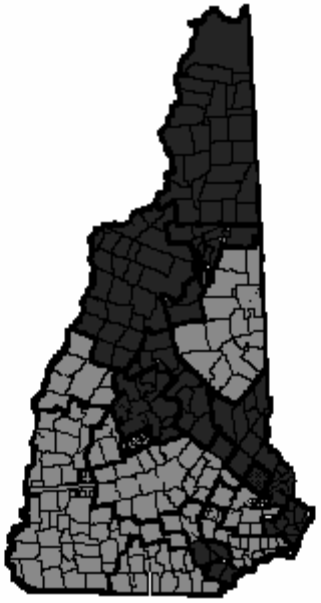

New Hampshire's Healthy Communities Access Program

Building Coordinated and Integrated Systems of Care

Mary Ruppert and Martha McLeod
North Country Health Consortium
January 21, 2004

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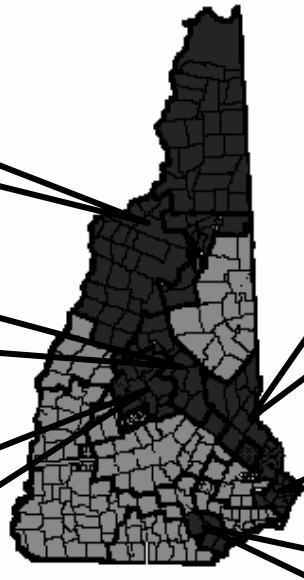
NH's HCAP Model

Unites 6 networks in NH ParTech Network
4 are HCAP funded partners

North Country Health Consortium

Strafford Network

Lakes Region Community Care



Alliance for Community Health

Caring Communities Network of the Twin Rivers

Community Health Services Network

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NH HCAP Network Partners Service Areas Cover

- Six of the ten counties
- 107 of New Hampshire's 234 towns
- Population: 623,429 (51.9% of all NH residents)
- 60,000 uninsured NH residents.

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NH ParTech Network Mission

"To work in partnership to implement and integrate technology solutions that enhance the delivery of health and human services."

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NH ParTech Network Goal

"Providers will reach more clients and communicate more effectively with each other through the use of information management and automated care delivery software."

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ParTech Outcomes

- Financial Stability
- Implement software solution across the networks
- Attract and maintain diverse customer base outside the network
- Develop and implement integration middleware to connect legacy system to core software
- Develop and implement data sharing agreement
- Broader base of data collection for program planning

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ParTech Decision Making Process

Develop common focus, outcome, goals

- Define functionality
  - Eligibility screening
  - Case documentation
  - Electronic resource guide
  - Common data base
  - Integration with legacy systems
  - Security

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Process Cont'd

- Define the Platform
  - Web based
  - Host on member network
- Choose the tools - existing vs. developed
  - *HelpWorks*TM*
  - *FACTORS**
- Develop Integration Middleware
  - Qilan, Softbreeze

**HelpWorksTM and FACTORS are trade names of ACS/Peter Martin Associates*

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Process Cont'd

- Develop Business Plan
  - Business operations
  - Technology
  - Marketing
  - Training
  - Roll Out
  - Customer Service

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ParTech Outputs

- Business plan with budget projections
- Technology-network infrastructure – partially completed
- Marketing – test implementation done, ready for next step
- Training – prototype testing completed
- Data collection and reporting functionality – gathering user reporting needs

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Outputs Cont'd

- Software prepared – implement and refine
- Software use in live environment – satisfactory to broaden implementation
- Customer Service – operational
- Middleware legacy integration – initial proof of concept is in process

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Challenges – Lessons Learned

Develop common focus, outcome, goals and functionality

Challenge: 6 networks, each with multiple partners with different needs/expectations

Lesson Learned: Agree to disagree and move forward

Decision making

Challenge: Assumptions of members that arise from different levels of expertise and understanding

Lesson Learned: Agree to listen to technical experts and do your due diligence

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Challenges – Lessons Learned

Business Plan and Business operations

Challenge: Had a technology oriented project director. ParTech handled the business decisions themselves

Lesson Learned: Needed a business oriented project manager as well as the technical expertise

Implementation

Challenge: Wallow in minutia instead of implementing as is and refining later

Lesson Learned: Implement! Train users and evaluate refinements needed

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Screen Shots

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Helpworks™ Eligibility Screening

HelpWorks™
by Peter Martin Associates
powered by
The Expert Eligibility Server™

Screen by program

- Program selection
- Applicant profile
- Home

<< Back Next Page >>

- Begin Screening

Select each program for screening by clicking on the button next to its name.

☐ **General Needs Screening**

This is a general needs screening.. This is not a determination of eligibility. It is intended to give an idea of the needs of the client so that she/he can be screened for eligibility in the programs that will help her/him the most.

☐ **Health Access Network (Portable)**

The Health Access Network offers rate reductions to low income people in New Hampshire who do not have sufficient health insurance or finances to pay for hospital care, doctor visits or other medical care. If the patient is found eligible for the Heatlh Access Network portable program, he or she will recieve the same rate reductions at any participating health care provider.

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Electronic Resource Guide

Profile: Service Providers

Rockingham Community Action

Address	Good News Garage 7 Junkins Ave Portsmouth, NH 03801-				
Contact	Bob Adams				
Telephone	603-431-2911	**Ext.**		**Fax**	603-431-2916
Alt. Telephone	800-556-9300	**Ext.**		**TDD**	

Intake Procedures

Walk-ins accepted?	Yes
Languages supported	Interpreters will be called
Hours of operation	8:30AM - 4:30PM
Bring these documents...	

Services Provided

This state-wide program provides affordable used cars to individuals who are transitioning from public assistance to employment and lack reliable transportation. Operated by Rockingham Community Action in partnership with Lutheran Social Services of New England.

Travel Instructions

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*FACTORS** Case Management Modules

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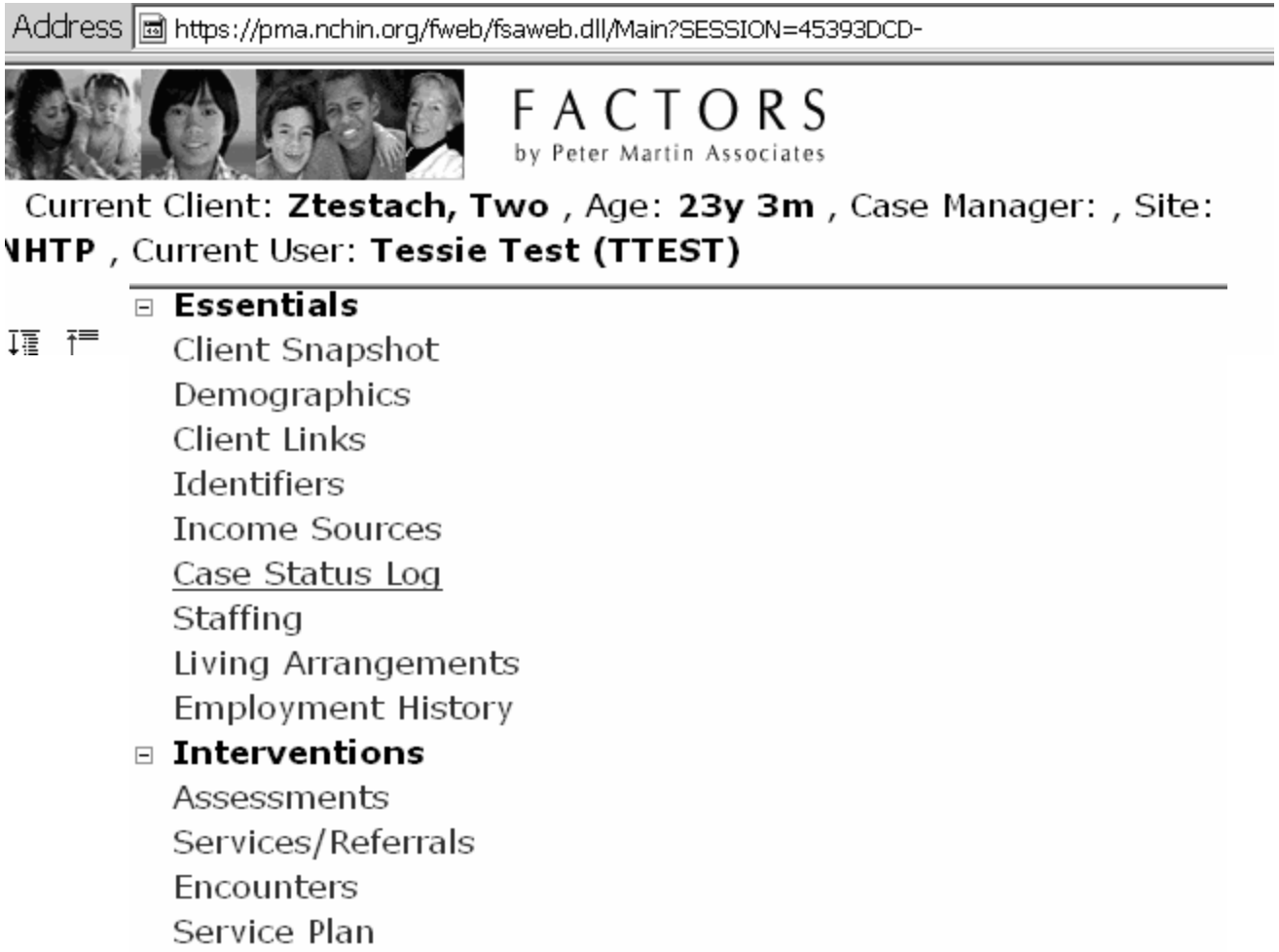
*FACTORS** Case Management Modules



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ParTech Contacts

ACS/ Peter Martin Associates http://www.petermartin.com/

Qilan/Soft Breeze http://www.qilan.com/

NH ParTech https://pma.nchin.org/

Alliance for Community Health http://www.rcaction.org/

Caring Communities Network of the Twin Rivers http://www.ccntr.org/

Greater Derry Community Health Services
(603) 425-2545

LRG Healthcare http://www.lrgh.org/

North County Health Consortium http://www.nchin.org

Strafford Network http://www.straffordnetwork.org/

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Q & A